

PEMBROKESHIRE CARE SOCIETY



ANNUAL REPORT

1st April 2015 to 31st March 2016



**PREPARED BY
CAROL CROWTHER**



The Council of Management present their report with the financial statements of the society for the year ended 31st March 2016. These have been prepared in accordance with the Charities Act 1993, the Companies Act 1989 and the requirements of Recommended Practice 'Accounting and Reporting by Charities' (SORP 2005) issued in March 2005.

Pembrokeshire Care Society is a company limited by guarantee no. 3062605 and not having any share capital. It is a registered charity no. 1048218.

Reference and Administrative Information

Charity Name	Pembrokeshire Care Society
Charity Registration number	1048218
Company Registration number	3062605
Registered Office	1 Corner House Barn Street Haverfordwest SA61 1BW
Operational Address	1 Corner House Barn Street Haverfordwest SA61 1BW

Council of Management

Mrs G Morgan – President
Mrs J Davies – Chairperson
Mrs A Symons – Vice Chairperson
Mr P Lucas – Treasurer
Mr C Sheridan – Client Safety Officer
Mr R Sinnett
Mrs C Phillips
Mrs G Bowen – Senior Management Mentor
Miss C Hitchings

Senior Management Carol Crowther

Auditors Ashmole & Co
7 Goat Street
Haverfordwest

Bankers Lloyds Bank PLC
Victoria Place
Haverfordwest

Solicitors JCP Solicitors
Oak Corner
Winch Lane
Haverfordwest

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document:

PCS is a charitable company limited by guarantee which was founded in 1979. The company was established under a Memorandum of Association which established the objectives and powers of the charitable company. The Memorandum of Association, in the year 2000, was reviewed, amended and agreed by the Charity Commission therefore enabling the company to change its services to suit the changing needs of the homeless or threatened with homelessness in Pembrokeshire. The governing Document, in 2013, has again been reviewed, amended, adopted and accepted by the Charity Commission to simplify its objectives and better meet the charitable aims of the association.

The Company's objectives are:

- To relieve the effects of poverty, housing problems (e.g. financial management, inadequate/substandard accommodation, setting up and maintaining tenancies and other related issues including advocating with courts, landlords, statutory departments, health professionals and other organisations) and homelessness on individuals and families who present to the charity for assistance.
- To promote the study, research and campaigning into all aspects and methods of relieving and/or prevention of the effects of poverty, housing problems and homelessness.
- To raise awareness and educate the public regarding the effects of poverty, housing need and homelessness on individuals and families through activities such as consultation work, reporting, advertising, presentations to local and national groups and information sessions in schools.

Areas of Expertise:

PCS provide advice, assistance and advocacy on housing, homeless rights, evictions, welfare benefits, housing benefits and debt. We also administer bond guarantees and rent in advance payments in partnership with client specific organisations and local private landlords. We are also managing a large supporting people scheme which operates across any tenure. We continue to develop formal and informal partnerships with local education, training and other like minded organisations that assist us to meet our aims. Pathway Lettings, which is one of our social enterprises, continues to develop. The aim is to provide a full letting service which produces an income to supplement our grant funding.

Customer Groups Served:

PCS provides services for anyone over the age of 15, resources permitting. PCS also have specialist services available for ex-offenders, young people and families, again dependant on Service Level Agreements continuing. The charity also, with the aim of continuation of future services, provides advice for Private Sector Landlords on tenancy law and other related issues.

Recruitment and appointment of Council of Management members:

There are 9 members of the Council all of which are trustees. Trustees are also directors of the Company. Under the Memorandum of Association, the members of the Council are elected to serve for a period of three years after which, if they wish to remain as a trustee, they must be re-elected at the next Annual General Meeting.

At the 2015 Annual General Meeting three members of the Council were re-elected.

The Council has agreed the necessity of the use of a Management Committee for issues that may arise between the full meetings. Management Committee members are selected from the full Council of Management and will usually include the Managing Director.

Due to the diversity of the client group and the varied services that the charity provides it is important that the Council consists of members with varied backgrounds and expertise. In an

effort to maintain a broad skill mix, or in the event of particular skills being lost to retirements, individuals with the identified required skills are approached, by current Council members, to offer themselves for election to the Council.

Trustee Induction and Training:

Prior to election prospective new trustees are invited to attend a meeting at the main office to view the work of the charity. They are then invited to attend a Council meeting in an observatory capacity. After election trustees are provided with a trustee handbook and can access trustee training if required.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Organisational Structure:

The charity has a Council of Management who meet on average, 5 times per year and are responsible for agreeing the strategic direction and policy of the charity. The Managing Director attends the Council of Management meetings to propose any change in strategic and/or Policy direction.

For matters of urgency which fall between Council of Management and informal update meetings the Managing Director or the Management Committee will arrange a meeting to discuss.

Staff meetings are held weekly. Scheme specific meetings are also held on a regular basis dependant on the current or identified need and the Managing Director is available to all employees on a daily basis. The Managing Director refers problems that require Council approval back to the Council.

Our Annual Report provides information on our short and midterm goals. A three year business plan is in place which is reviewed annually or as funding changes dictate need.

Policies and procedures are reviewed at a minimum annually and individual schemes are monitored and evaluated for effectiveness on an ongoing basis.

Reports are provided for funders and partners at agreed times.

For additional support and in order to safeguard PCS's committee and employees, PCS subscribe to Peninsula Employment Specialists for legal and practical advice on employment issues. They also contract to Peninsula for Health and Safety Advice to ensure continual compliance.

Public Benefit

In accordance with our aims and objectives, when providing our services to some of the most vulnerable people in society, we strive to have a positive effect on the reduction in crime, anti social behaviour, utility and other public debt re-payments. We aim to develop sustainable tenancies and assist with the integration into the community of those who are most marginalised.

Risk Management:

The charity has and continues to develop policies & procedures which reduce the financial and litigation risk that the charity may face. The charity holds the Advice Quality Standard. This intensive external audit ensures that the working policies, procedures and ongoing training provide as low a risk as is possible for employees, committee and customers. The risk management policy is reviewed annually and presented to the Council for full approval at the AGM.

OBJECTIVES AND ACTIVITIES

Overview:

Pembrokeshire Care Society (PCS) which incorporates Pembrokeshire Action for the Homeless (PATH) and Pathway Lettings (PL) was founded in 1979. Our service users are often the most marginalised groups in society and the majority will be entitled to very limited statutory assistance. Our aim continues to be balancing the ever increasing demand on our services with respect to the reductions or changes to our funding streams and the changing customer group's needs by innovation and a speedy reaction to change.

We continue to serve the people of Pembrokeshire and firmly believe that our success is due to our local knowledge and expertise in our field. Our model of working has been developed to meet the demanding needs of providing services in a rural area. The quality and standard of our services has been acknowledged by independent audits and individuals as being at an exceptional standard.

Our services, both practical and legal, include housing and homeless advice, assistance and advocacy, welfare and debt advice, administration of bond schemes and our generic tenancy support scheme. We also now manage a number of properties through our Pathway Lettings service. Although we work with all customer groups we continue to provide the majority of our services to the non priority homeless.

Geographically Pembrokeshire comprises of a large rural area with a number of large towns surrounded by villages and small rural communities. The difficulty of 'provision of services to all' remains one of our biggest challenges. We use a balance of outreach surgeries, floating support, a free phone number and our travel warrant scheme to give our customers a number of options to access PCS services. We have a generic duty worker available during core hours to deal with immediate or crisis problems and to facilitate service access options dependant on need.

PCS have again retained the Advice Quality Standard and are an Investors In People Accredited Organisation. Due to funding restrictions and the increased cost of retaining these standards we will next year not be proceeding with the Investors In People Accreditation.

It is also with regret that due to increasing demand on our services combined with funding restrictions that we have had to change our open door policy. We do now refer some new customers to those statutory bodies who may have a duty to provide financial assistance or a level of service. Successful management of our resources including cost efficiency savings still provides all our funders with best value for money services. We remain open to negotiation with regard to service delivery and funding from other statutory bodies who may require our services for their customer groups. All our Service Level Agreement targets have again been met or surpassed.

The main change to our working practice this year has been to further develop or our close working relationship with the Local Authority Housing Department. We have together been developing standardised paperwork including information packs. This new way of working has been piloted during the last three months with the aim of full implementation at the start of next year.

Planning for our leasing project is well underway and will hopefully next year see the first of our leased buildings being available for new tenants.

All our services remain dependant on continued funding.

Grant Making Policy

Where clients are in need of assistance to purchase basic furniture for their new accommodation or require initial financial assistance to budget for their transfer to independent living, grants for furniture and/or food are available dependant on funds being available.

The Society acts as guarantor for the bonds required by landlords from their clients. Whilst no payment is made initially, on many occasions the landlords call on the guarantee and funds are made available by the Society.

ACHIEVEMENTS AND PERFORMANCE

The number of people who approach us for assistance has risen again this year. 1376 new clients of whom 969 would be deemed non priority homeless and so would have limited duties owing to them from any statutory services. With 595 existing clients at the start of the year we have this year worked with over 1900 people. Our Pathway Lettings and Bond scheme continues to provide both our non priority homeless and the Local Authority priority homeless groups with a steady source of private sector tenancies. This year we administered 147 new bonds and manage a total bond liability across all our Bond Schemes of £71,916.00

This year along side our Supporting People Generic Support Service we have continued to pilot the Gypsy Traveller Support Scheme and the Local Authority Housing Department's Support Scheme.

All quality standards have been retained and our Pathway Letting Agency is an Accredited Social Landlord.

Despite the huge increase in demand we have continued to operate our open door policy. It has been with regret but to continue with our open door policy we have had no choice but to limit the level of services to some client groups. This will be an ongoing issue for all our teams and will be dependent on the level of demand and funding restrictions.

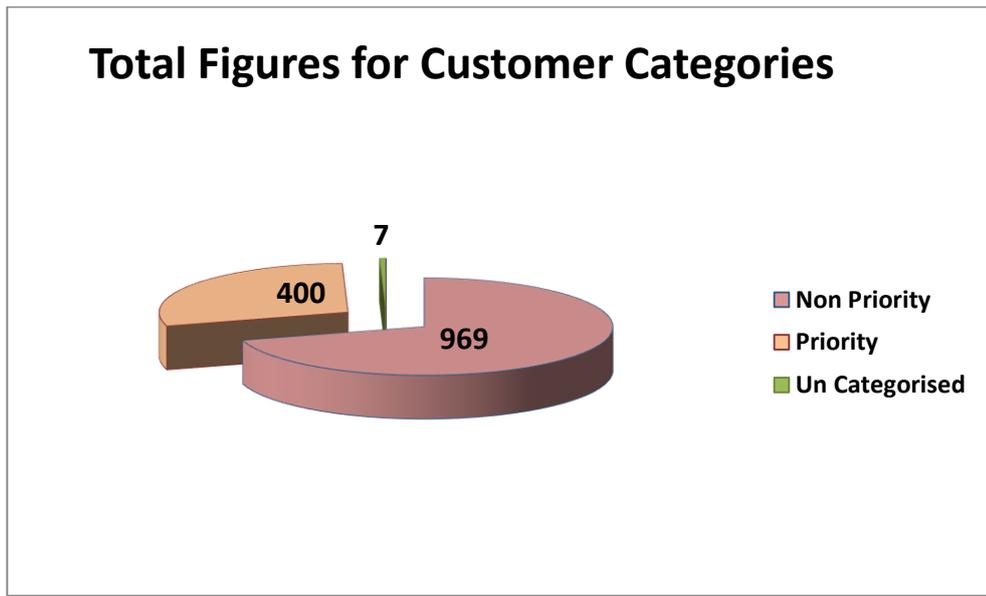
The new database has been advanced and installed, further developments are underway. Although we are not yet fully benefitting from the improvements we envisage that once the system is being utilised fully we will reduce data input time and duplications leaving us more time to work with clients.

We still aim to provide the best services possible to the people of Pembrokeshire within the current resources whilst ensuring employee's caseloads are manageable.

Advice Assistance and Advocacy

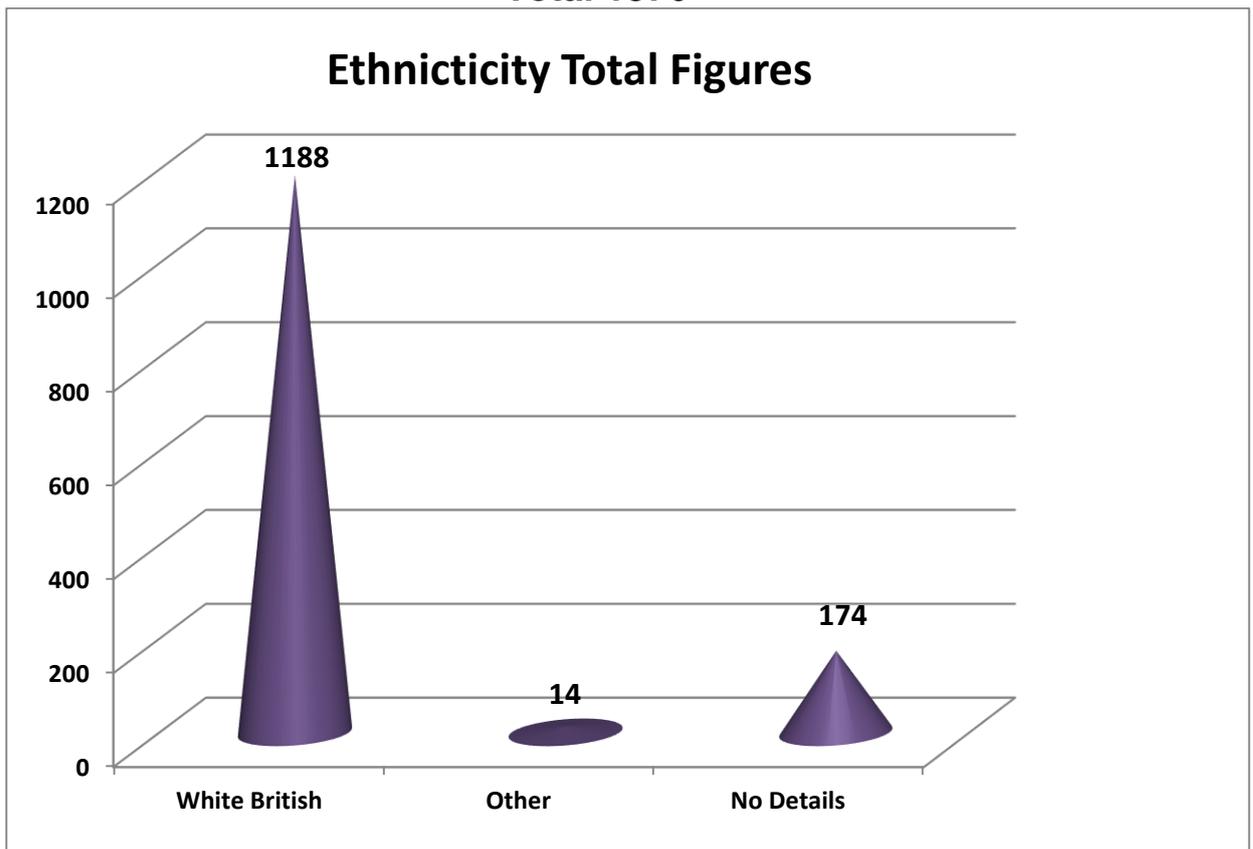
1376 new customers approached PCS for advice, assistance and advocacy due to homelessness or prevention of homeless need. Unless directly referred for a support package by another organisation, this is the customer's first point of contact with PCS. To recognize and identify the individual's service needs, a full assessment is completed. Of the 1376, 70% (969) are non priority single homeless or threatened with the prospect of homelessness whereas 29% (400) are priority groups, 1% (7) no confirmation of decision at year end. We continue to see an increase in the trend of debt related issues linked with the housing or homelessness and more recently specifically relevant to the Welfare Reforms. Our aim is primarily prevention and we continue to trust that this is the most effective and efficient method of working for both the customer and PCS.

Total 1376



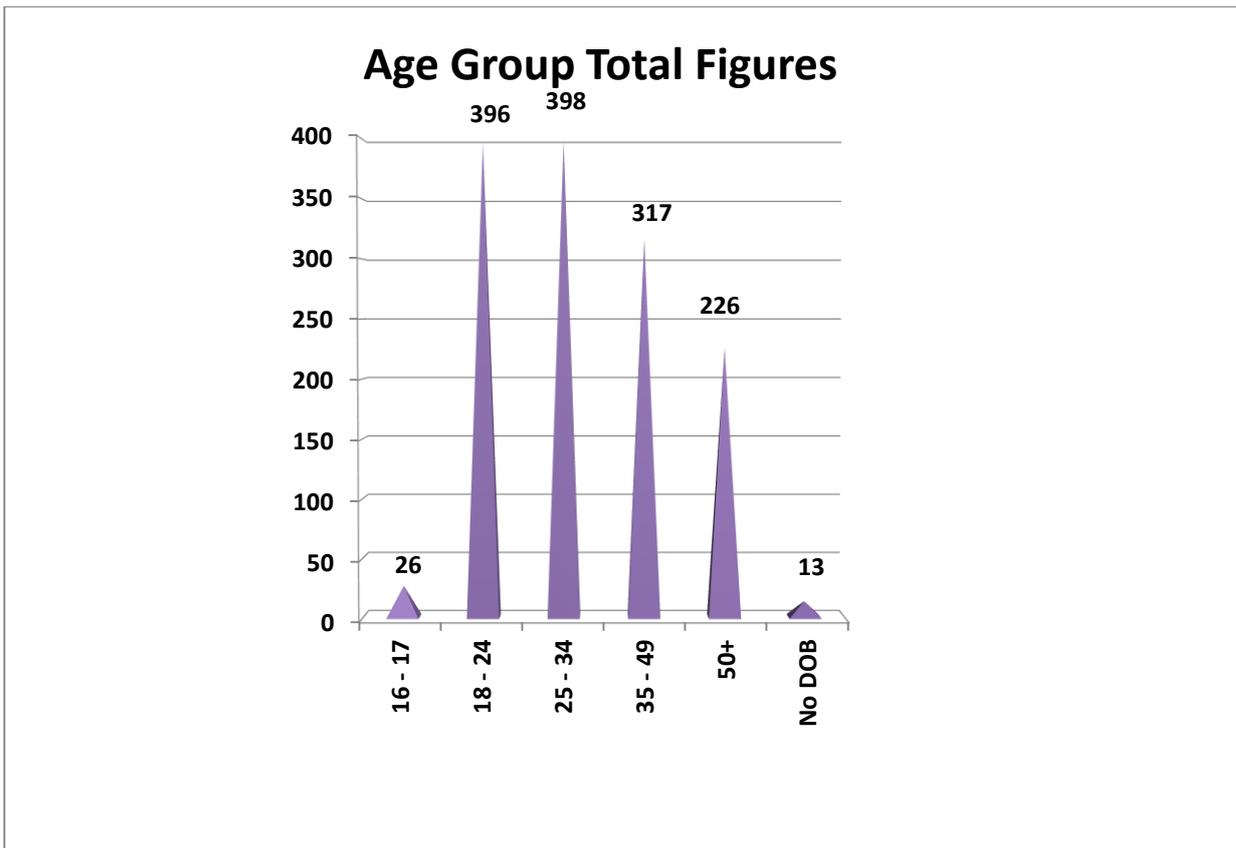
Historic and continuing trends show that White/Welsh-British remain the predominant ethnic group of amongst our customers. Pembrokeshire has a high percentage of White Welsh/British residents in comparison to many other Local Authority areas and this high white Welsh/British trend continue throughout the majority of all Pembrokeshire's services.

Total 1376



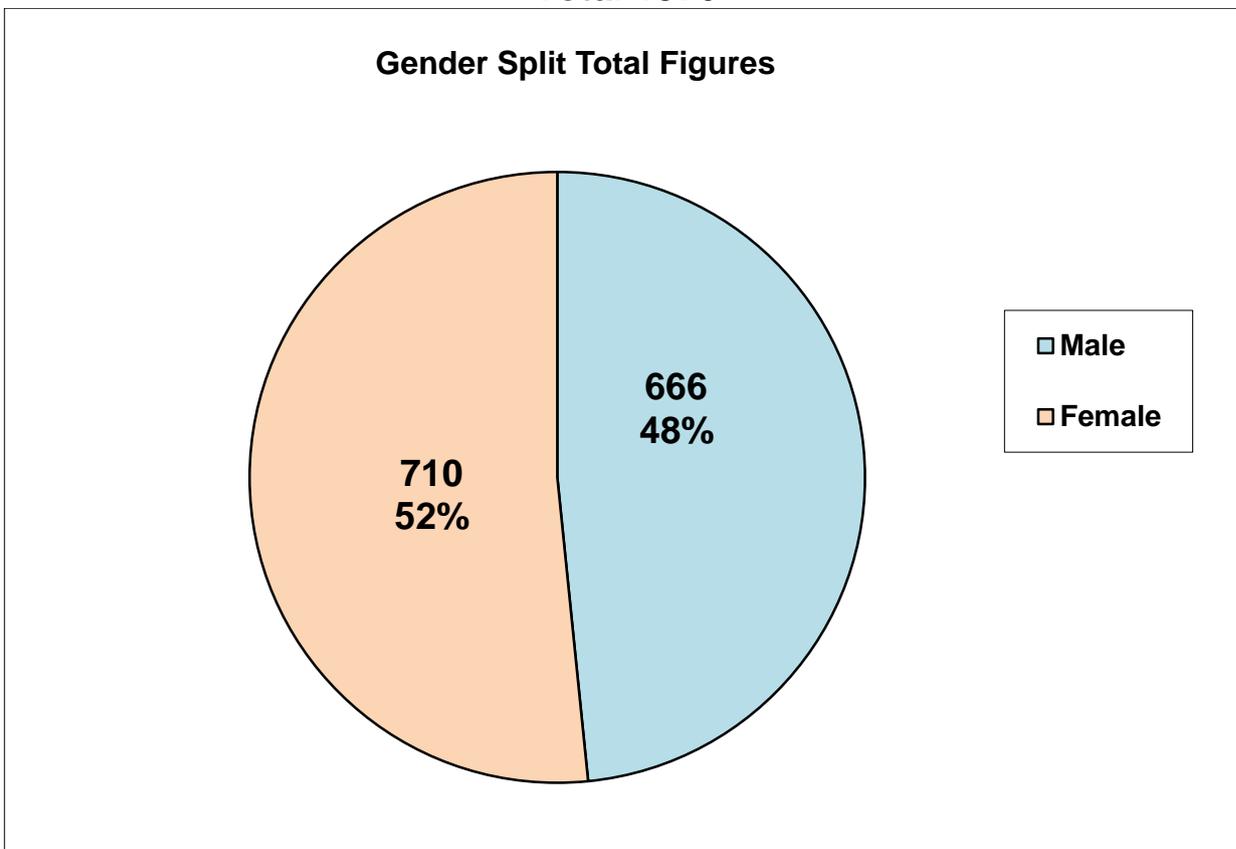
Customer statistical data remains relatively constant with regard to age groups. The majority of our customers are aged between 18 and 25. Male and Female applications ratios also remains static.

Total 1376



Male 666 (48%) – Female 710 (52%)

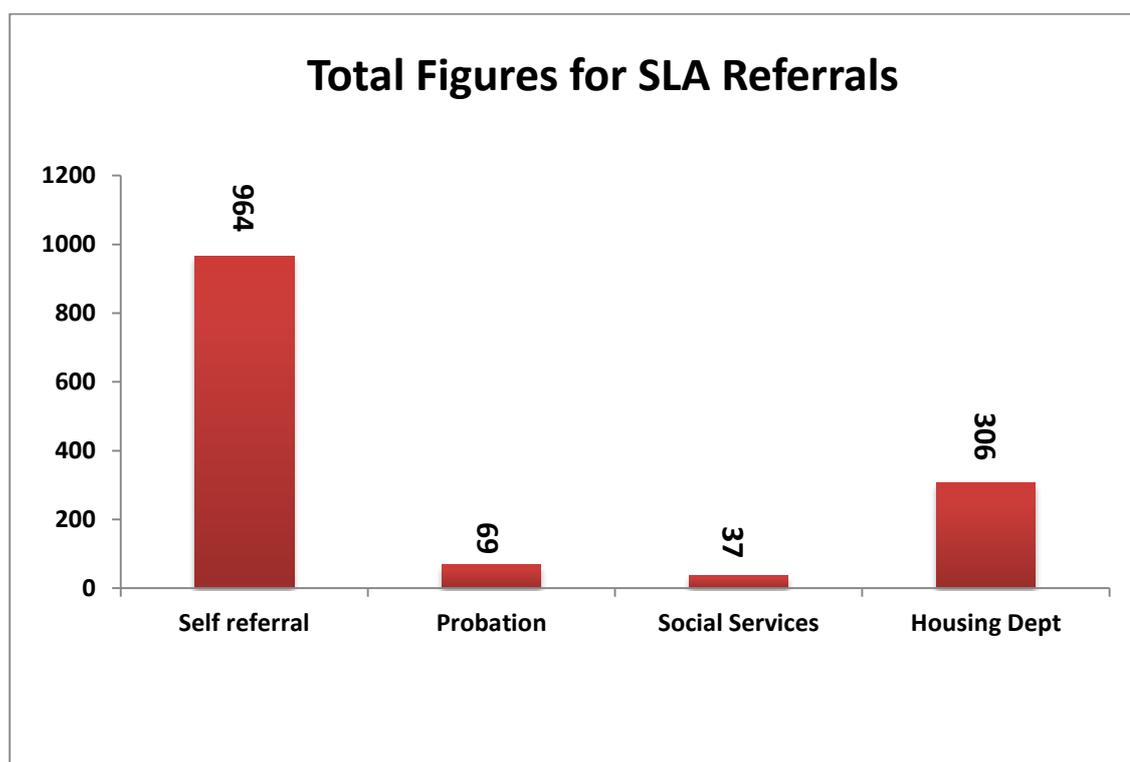
Total 1376



Our Long standing Service Level Agreements with the Local Authority Housing Department, Corporate Parenting Team and the Probation Service continue. These locally arranged agreements allow PCS to provide our core services, in a more specialised model, to meet the different needs of those customer groups. We have been informed that all long term existing Service Level Agreements will continue into 2016-2017.

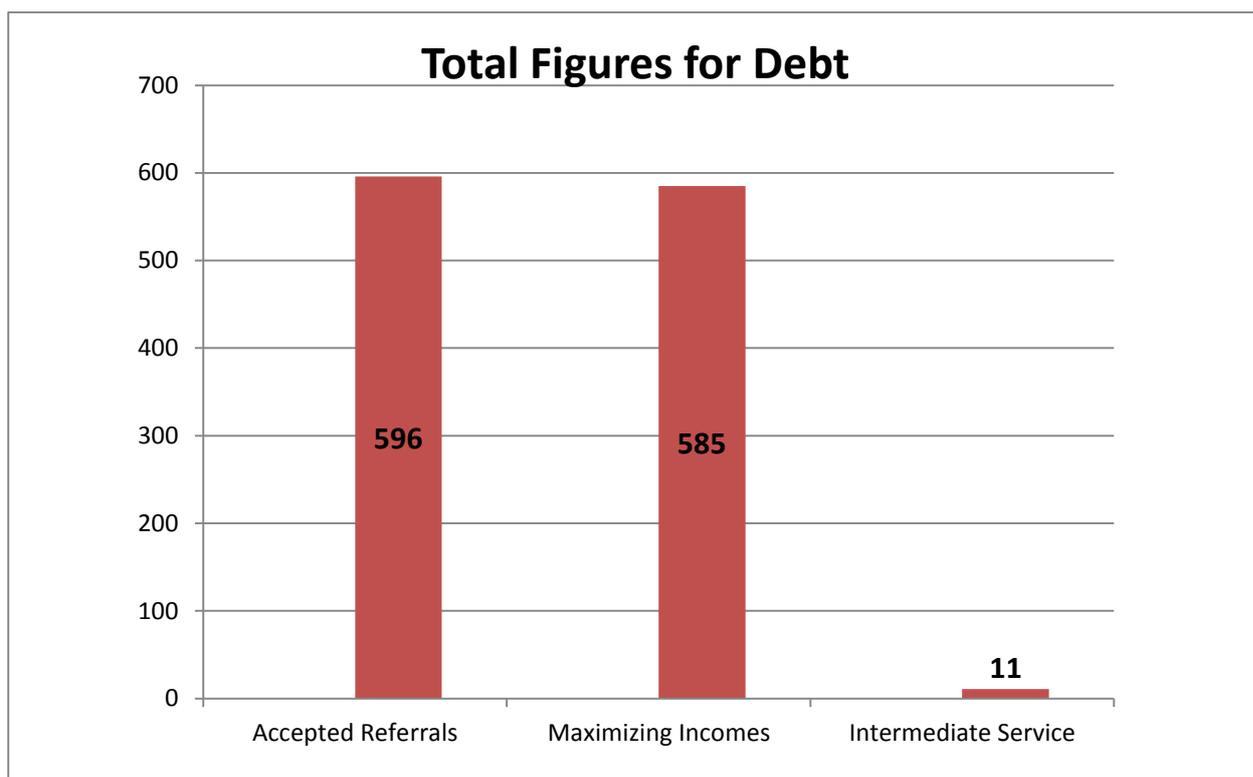
Both Probation and Social Services, due to their own changes in Service Delivery have not made their expected levels of referrals to PCS. PCS has attempted to address this with both agencies. PCS has however undertaken work over and above the funding received and have evidenced this to them. The referrals shown below do not specify priority or non priority homeless status. The graph depicts referral source only.

Total 1376



Debt Advice:

Debt issues including poor management of finances remain the main cause of homelessness or threat of homelessness for our customers. This year we had 596 referrals for debt advice and assistance. To remain within our funding restrictions we continue to concentrate our time on the low and intermediate level of debt service referring the high needs cases to other specialist providers. However due to demand on the service we have now undertaken an advanced training programme to be able to provide a higher level of service for our clients in due course. We continue to assist clients to maximise their income by applying for eligible benefits and advice on budgeting. The completion of financial statements with clients has allowed PCS to advise on the affordability of housing in the private rented sector.



**Supporting People:
Generic Support Service GSS**

We continue to see the benefit that low level short term support provides to our customers. The service, which remains open to all customer groups and across all tenures, now equates to 50% of our funding. This year we received 641 referrals. All were invited to complete an initial assessment within three working days of referral being received.

We continue to participate in the pilot SPURS database collection System. This is an online Service User information system that enables tracking, monitoring and reporting of support providers referrals and actions. We are hopeful that when we move forward with our new database the two systems will be linked and our need to duplicate entries will be eliminated.

In addition, we participate in recording Support Outcomes to our funders via the SNAP electronic system. This is completed for each client at support commencement, at 6 monthly intervals thereafter and at the end of support, to show clients' records of progress and achievement in identified support areas. This is an extremely useful tool which allows us to monitor client progress and/or non engagement which means we can react quickly to areas of concern, withdraw from clients who have achieved their goals, to allow other clients to access the service and ultimately shows the benefits of the GSS to our funding body. It is essential that all outcomes are reported in order that we continue to evidence the difference the Supporting People programme makes to people lives, highlight the preventative impact of the service and help us understand what would happen to people if the service were not in place.

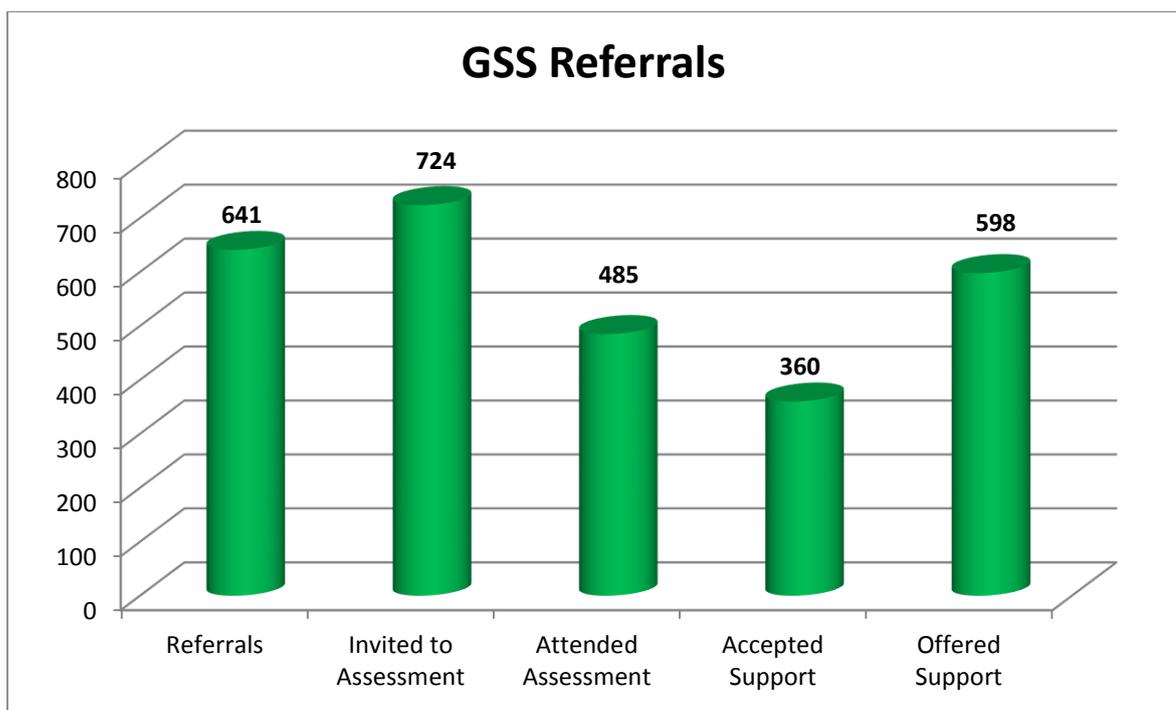
We have also this year been piloting a Gypsy Traveller Support Service and Local Authority Support Service which is becoming very much in demand and far exceeding original expectations.

Statistical information: Due to the graph being produced from a snapshot of the scheme it does not reflect the true benefits of this scheme.

1. Invited for Assessment figure includes second and third offer of assessment due to non attendance.
 2. Offered Support figure takes account of any previous year's referrals that began support during this financial year – some of last year's referrals were placed on the GSS Waiting List as awaiting accommodation.
- Accepted Support figure does not include those with a referral during the previous year or the current year's referrals that were offered support after the 1st April 2015.

On average the GSS scheme is supporting 219 clients at any one time with an average of 20 clients on the GSS Waiting List at any one time due to waiting to access accommodation before support begins.

Totals:



Our Main Office:

The recent refurbishment of the office has proved successful and space pressures have been further alleviated by the relocation of Pathway Lettings to their own premises. At our main office we took over 10,400 telephone calls, held over 1660 booked interviews and provided interviews for over 540 more who were dealt with by the duty caseworker.

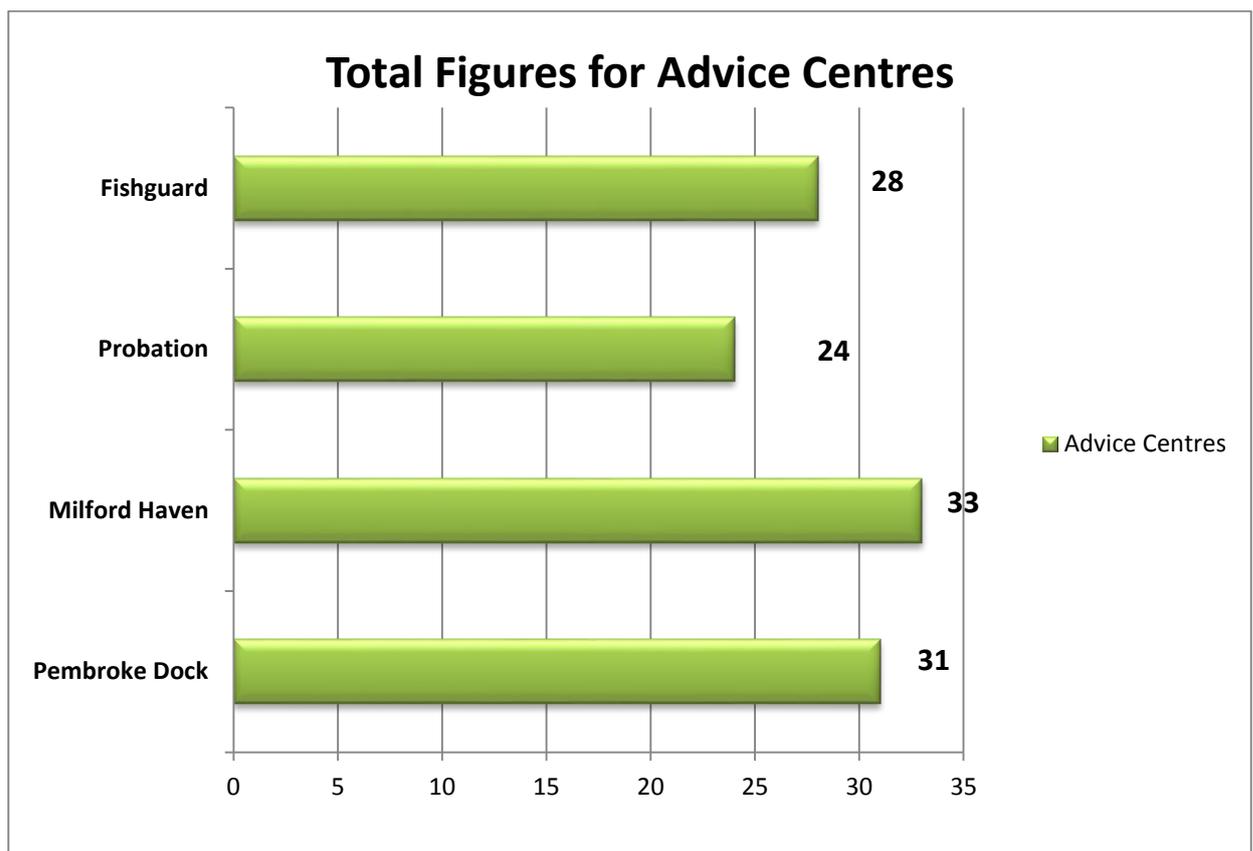
Appointment Times:

We remain committed to providing a high quality service to our customers. We firmly believe that time is important to both service users and the organisation and therefore continue with our long standing service delivery commitment that anyone with a booked appointment will not have to wait longer than 15 minutes to see their caseworker. We have again been 100% successful. We are obviously unable to offer this delivery commitment to those that drop in to see our duty worker as demand dictates waiting time.

Outreach Advice Centres:

Our annual target to provide 120 advice surgeries in outreach areas has only just fallen short with the provision of 116. We have this year reduced the number of advice surgeries dependant on demand as we have had to remain within funding limits. It is unfortunate but is far more cost effective to utilise our Travel Warrant Scheme for service users to access our main office if the numbers booked in for an outreach centre appointment is less than three. This year we continued to make our services available in Milford Haven, Pembroke Dock and Fishguard. We also provide a weekly service for probation customers in the local Probation Office, however this particular facility is due to shortly cease.

Total 116



Duty Worker:

We continue to provide a duty worker during our core opening times. Although we encourage appointments whenever possible we are fully aware that housing and homeless issues can arise and require immediate advice and intervention. This is more apparent with the non priority homeless as they have no safety net with regard to temporary accommodation. We were able to provide a duty worker for 99% of our core opening hours.

External Agency Feedback:

External agencies are invited to evaluate the advice service on an annual basis. This assists the organisation to improve and maintain a quality service for both customer and external partner agencies. Again this year, 100% positive feedback was received form our external partner agencies, accompanied with encouraging analysis which was extremely complimentary to our service and the capability and approachability of staff members.

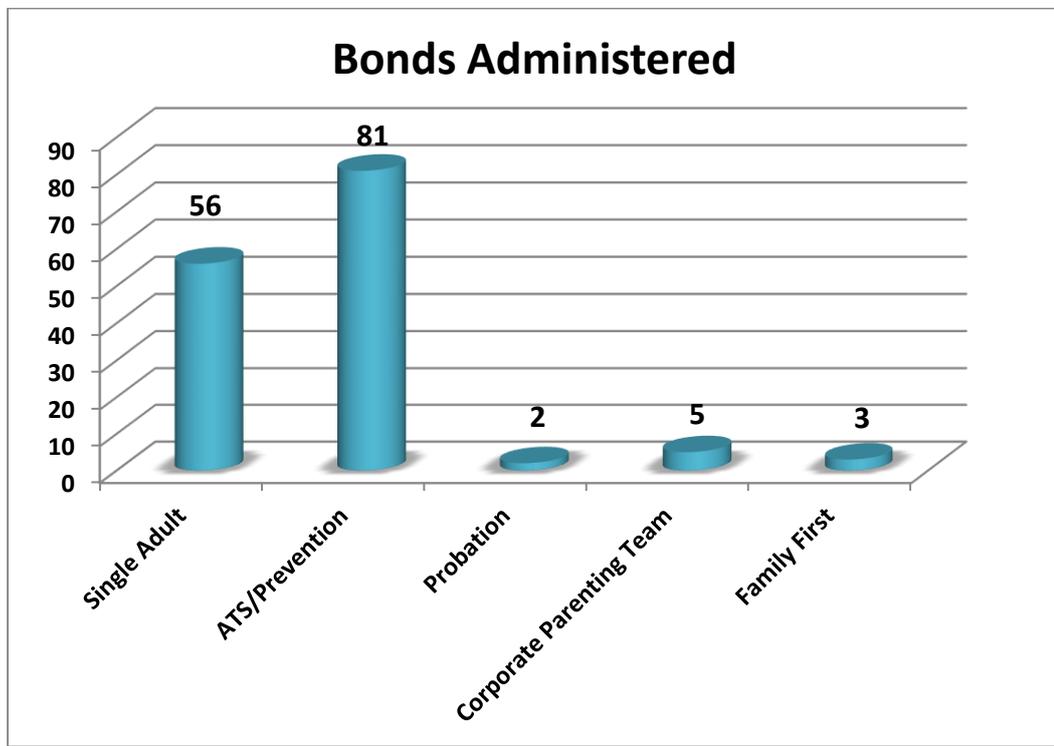
Pathway Lettings:

This social enterprise continues to grow and we believe that this service assists us in breaking down barriers to accessing accommodation for those who are more difficult to house. The letting agency team also manage the bond schemes and work closely with our support service with the aim of accessing and maintaining tenancies. Our landlord services now include gas safety inspections, EPC referrals, an inventory only service along with a three tier service letting option. We also provide a quarterly Landlord’s Newsletter giving up to date links for guidance and useful information. Our belief that the best choice and availability for our customers is dependent on good working relationships with other local letting agencies continues. All team members are now trained with Rent Smart Wales and while this is a mandatory requirement we are embracing this opportunity to show commitment to services for landlords and tenants.

Bond Scheme and RIA:

This year we administered a total of 147 bonds and as always reached all our SLA targets. We have due to our time limited bonds now reduced our own liability to £23,325.00. The graph below shows 2 probation bonds but we have actually administered 2 ex-offender bonds, the additional bonds are logged under an alternative statutory agency heading who have provided finance and we do not want to distort other statistical information by duplication.

Total: 147



PATH Forum:

The Forum constitutes of representatives from local agencies who work with people who may be experiencing housing or homelessness issues or are inadequately housed. The Forum continues to hold quarterly meetings during the year. We no longer meet at PCC County Hall but move the venue to member’s workplaces. We feel that this will offer opportunities to encourage new members. The hosts will discuss new projects and refresh delegates on existing ones. Some of the visitors in this year’s meetings included: Local Authority Housing Department, Pembrokeshire Housing, The VC Gallery, The Reach Project, The Big Issue and DDAS.

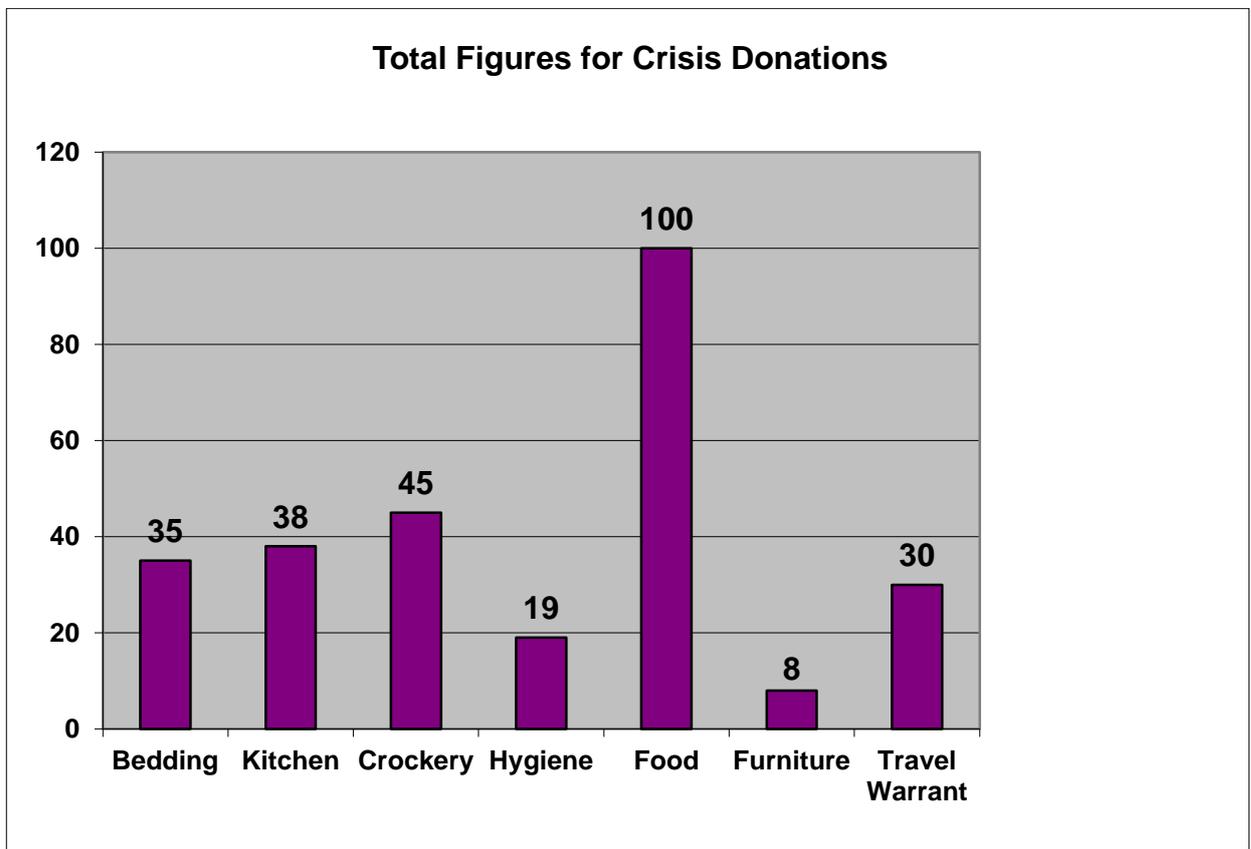
Resettlement Work:

The nature of our work and the often chaotic lifestyle of a small percentage of our service users require us to provide a quick response and crisis interventions service which we identify as our resettlement service. This service is often repeatedly utilised by the same people who only engage when a crisis arises. The service is limited to availability of a caseworker which this year, due to the high demand for our other services has been more restricted. We have however intervened at some level on 1644 times.

Crisis Donations:

Our partnership with PATCH (Pembrokeshire Action to Combat Hardship) continues to the mutual benefit of both organisations. The local based charity, supported by volunteers, allocates crisis donations on behalf of PCS, freeing the Society to concentrate on Homeless prevention services. PCS continue to fundraise and collect food items and are very happy to have PATCH as a partnership agency. Pembrokeshire Food Bank, a new addition to the county, have also been in touch with us regarding joint working arrangements.

Total: 275



Furniture Grant Scheme:

This year, 8 grants have been provided for customers moving into unfurnished accommodation. Due to generous local donations we have been able to increase our budget for clients to £200.00 per application. With this money, clients are able to purchase items which allow them to purchase the most basic necessities. This consists of a bed, seating, table and a microwave. The continued excellent working relationship with Pembrokeshire Frame and Paul Sartori Foundation enables us to obtain second hand furniture at a discounted rate thus taking full advantage of the money available. This year Greenacres Rescue has opened a shop in Milford Haven and they have now joined the Furniture Fund Scheme.

Travel Warrant Scheme:

The Travel Warrant Scheme continues to enable customers to access public transport, permitting them to attend appointments at our main office based in Haverfordwest or at one of our outreach Advice Centres across the County. We also provide this service for the Local Authority Social Care and Housing Department, West Wales Careers, Probation Service, Corporate Parenting Team, Drug Intervention Programme, Youth Justice Service and Milford Youth Matters. This service would not be possible without the goodwill and continued support of local private transport companies. The scheme continues to be praised for its excellence due to its partnership development between private, public and Third Sector Organisations.

Freephone:

Our freephone service is available for anyone who is homeless and this is often the only way they can access our services. We hope to retain this service but this is as always subject to funding.

Client Database and Intranet:

The new database is now operational however adjustments still need to be made with issues arising. We hope to see the benefit soon.

Examples of Training Courses Conferences and Meetings Attended:***Meetings and Training***

Protection of Vulnerable Adults Training
Child Protection Training Level 1 & 2
Safeguarding Level 3
LAWS Accreditation
Peninsula Employment Law
Peninsula Health and Safety
Blood Borne Viruses
T2 Management Training NVQ3
Domestic Abuse – Effects on Children
Universal Credit and Welfare Reform
Hidden Sentence Training for Professionals
Psychotic Drugs Awareness
Participation Networking
Equality Training
Counter Terrorism
Conflict Resolution and Lone Working
Substance Awareness and Brief Interventions

Steering and Development

Housing Forum Meetings
PATH forums
PCS Committee Meetings
DWP Meeting Universal Credit and PRS
Cleddau Project Meetings
Supporting People Forums
Rough Sleeper Cymru
Supporting People Planning Group
Homeless Network
Regional Bond Scheme Group Meeting
JCP Customer Rep Meeting
Cymorth Housing Symposium

And finally our thanks to all who have supported our organization over the last year:

Without the continued support and funding we receive we would not be in a position to provide any of our services. To funders and individuals who have and continue to support us we thank you on behalf of Pembrokeshire Care Society and all our customers.

Special Thanks to:

Welsh Government	For your continued funding and support
Local Authority SP Team	For continued Funding and Support
Our Private Landlords	Continued support for our clients
Housing Department	Partnership Agreements
Probation Service	Partnership Agreement
Corporate Parenting Team	Partnership Agreement
Bus Companies	Accepting our Travel Warrants Scheme
McDonalds	Meal Vouchers
Frame	Discounts on purchases
Paul Sartori Foundation	Discounts on purchases
Meadow Carpets	Discounts on purchases
Greenacres	Discounts on purchases
St Marys Church Pembroke	Your continued donations and thoughts
Debenhams, Haverfordwest	Your continued donations and thoughts
HELP Charity Shop	Your continued donations and thoughts
Lamphey School and Community	Your continued donations and thoughts
Maenclochog Post Office	Your continued donations and thoughts
Milford Haven Quakers	Your continued donations and thoughts
Soroptomists	Your continued donations and thoughts
Tabernacle Church	Your continued donations and thoughts
Local Churches	Your continued donations and thoughts
Other local people of Pembrokeshire	Continuation of your donations of food and items which assist our clients to set up home.
PCS employees	Who voluntarily continue to organise fundraising events for the benefit of the Society.

FINANCIAL REVIEW

Reserves Policy

In order that the Society can continue to operate if grant funding aid is not forthcoming in the future, unrestricted free reserves (excluding funds designated for specific purposes) are being maintained in order to allow time to identify alternative sources of funds and/or meet any resulting redundancy costs. The Council of Management has built the free reserves up to a level equivalent to 8 months running costs plus longer term contractual costs (based on expenditure in the current year), the balance at 31st March 2016 amounting to £388,157 (2015 - £392,872).

The Society has designated funds for the purpose of Senior Management Succession Planning, £120,000.00 having been designated as at 31st March 2016.

Redundancy costs are calculated at statutory minimum level as at 31st January each year the Society holds £52299.11 for this purpose.

£13529.00 remains as designated for the ongoing development and maintenance of the new database a further £6471.00 will be added to this budget. £10,000 remains designated for staff related costs. We have combined the designated Pathway Development money with £38,000.00 designated in previous year giving a total of £77,931.00. A further £30,000.00 will be designated to this fund.

The organisation also has a bond reserve allowing for the issuing of Bond Guarantees to landlords on behalf of the homeless clients Pembrokeshire Care Society serves. As of 31st March 2016 the Society has a bond liability of £23,325.00 and a bond reserve of £23,325.00.

We also have money under management for the Local Authority which is used specifically for the following purposes e.g Bonds, RIA, White Goods, Landlord Enhancements, PCC Travel Warrants.

Principal Funding Sources

The principal funding sources for the work of Pembrokeshire Care Society this year are that of the Welsh Assembly Government Section 180 Grant to the value of £192,162.82 and the Supporting People Grant of £318,510.00. This year's funding was used to fulfill the aims and objectives of the organisation as set out in its Governing document and as described in the Achievements and Performance section of this report.

PLANS FOR THE FUTURE

There are further difficult times ahead for all sectors working with vulnerable people. With regard to Pembrokeshire Care Society the continuing cuts to funding budgets undermines the whole ethos and needs mapping of the organisation. Our main concern is that we have always been able to retain our open door policy but unfortunately this year, due to increased demand and less funding, we have no option but to close our services to some clients. This difficult decision on who can access our services has been decided due to a new ex offender service provider being contracted for the area. This client group will have an advice and bond service available by the new provider and we will endeavour to retain our open door policy to all other groups.

Our second major concern is the changes to the benefit system which is already having a negative effect on the ability to retain and support landlords who have historically accepted the more vulnerable and chaotic client groups. The changes are in direct conflict with the new housing legislation aims of utilising more of the private rented sector.

Pathway Lettings recent move to the high street will after a settling in period begin its planned development specifically to increase the number of private landlords we work with. This will be achieved by increased support for landlords, landlord enhancement packages, incentive payments and the already expected level of professionalism provided by the Pathway Lettings Team. The next development will be the leasing of a property from a private sector source which will again increase profits and provide further access to the private rented sector. We are still within the negotiation period and would hope that we can provide an emergency bed space within this unit.

The ongoing work with the Local Authority Housing Department will continue. The partnership has already produced joint and standardised paperwork including Housing Needs Assessments, financial assessments and information packs. This will be further developed during the year. The aim as always to provide the best service for vulnerable people, reduce duplication, identify other support needs early in the process and secure and maintain suitable affordable tenancies.

Due to the loss of the Supporting People Gypsy Traveller Pilot and the expected further cuts to Supporting People funding, we envisage that the waiting list for this service will grow. Due to the specialist requirements of the Gypsy Traveller community we will be attempting to secure funding from other sources. In the interim we will attempt to support as many as possible within our Generic Support Service.

The added uncertainty is that the GSS will be going out for re-tender this year. Although TUPE would apply which would ensure some client services there is obviously a high level of concern for both those employed through this service and if lost the affect this will have on the whole organisations apportioned overheads.

Our client participation project is still producing some valuable outcomes. The service has now reduced down to one day per week. Further funding opportunities for this type of work will be difficult to source however we will continue to look into possible options.

Local Service Level agreements have been confirmed for the forthcoming year with the exception of the expected probation SLA which after going out to tender will be provided by Justice Cymru.

The never changing ethos of Pembrokeshire Care Society has and will always be that no person should have to sleep rough. However, we also believe that not all persons can or should have their own tenancy. We will continue to raise awareness of the need for a project for those who are not, able or willing, at the time of homelessness to successfully manage their own accommodation. Experience and historic evidence show that however good a support service is there are still a high number of failed tenancies often due to the tenant being not accommodation ready when entering into the tenancy.

PCS are fully aware that funders who are inclined to be sympathetic towards homelessness and the associated social problems will need to continue making difficult allocation of funding choices. There will be limited options for further development and/or additional funding to allow for the expansion of existing services. We will however strive to maintain our services and meet our aims and objectives within the limits of our resources. All within PCS remain committed to the long term future of the organisation and provision of services specific to Pembrokeshire's needs.

Auditors

Ashmole and Co., have agreed to offer themselves for re-appointment as charity auditors.

Small Company Exemption

This report is prepared in accordance with the special provisions of Part VII of the Companies Act 1985 relating to small companies.

Financial Statements

The Council of Management confirms that the financial statements have been prepared in accordance with the Companies Act 1985 and the Statement of Recommended Practice 'Accounting and Reporting by Charities' (SORP 2005).

Prepared by**Approved by the Council**

Carol Crowther
Managing Director

Joanna Davies
Chairperson

Company and charity law requires the Council to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of its financial activities for that period. In preparing those financial statements, the Council is required to

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Council is responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with applicable Accounting Standards and Statements of Recommended Practice and the regulations made under s44 of the Charities Act 1993. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

STATEMENT AS TO DISCLOSURE OF INFORMATION TO AUDITORS

So far as the Council is aware, there is no relevant audit information (as defined by Section 234ZA of the Companies Act 1985) of which the charity's auditors are unaware, and the Council has taken all the steps that ought to have taken as a management body in order to make aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

ON BEHALF OF THE COUNCIL OF MANAGEMENT:

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Date: